Inventor's Signature



ATTORNEY DOCKET NO. 20990041US

DECLARATION AND POWER OF ATTORNEY FOR PATENT APPLICATION

As a below named inventor, I hereby declare that:

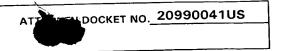
My residence/post office address and citizenship are as stated below next to my name;

I believe I am the original, first and sole inventor (if only one name is listed below) or an original, first and joint inventor (if plural names are listed below) of the subject matter which is claimed and for which a patent is sought on the invention entitled:

SYSTEM, METHOL	AND CO	MPUTER PROGRAM	PRODUCT FOR PRO	VIDING A REMOTE SUPPORT
SERVICE	Subjeb is a	tached hereto unless	the following box is ch	necked:
the specification of	Which is a	LIC Ass	tinetian Carial No. of P	CT International Application
() was filed or Number	nand	was amended on	(if a	CT International Application applicable).
I hereby state that	t I have re	viewed and understoo	nd the contents of th	e above-identified specification, ve. I acknowledge the duty to
Foreign Application(s) a	nd/or Claim of	Foreign Priority		
I hereby claim foreign inventor(s) certificate lis	priority benefit	s under Title 35 United S	any foreign application for	any foreign application(s) for patent or patent or patent or inventor(s) certificate having a
COUNTRY		APPLICATION NUMBER	DATE FILED	PRIORITY CLAIMED UNDER 35 U.S.C. 119
EUROPE		EP 00100505.7	11 JAN. 2000	YES: X NO:
EGITO: E				YES: NO:
Provisional Application				
I hereby claim the ben below:	efit under Titl	e 35, United States Code	Section 119(e) of any Unite	ed States provisional application(s) listed
	А	PPLICATION SERIAL NUMBER	FILING DATE	
				· .
U. S. Priority Claim	L			d States application(s) listed below and,
manner provided by the	ne first paragra in Title 37, Co ional or PCT in	onh of Title 35. United Sta	tes Code Section 112, 1 ac Section 1.56(a) which occ is application:	the prior United States application in the cknowledge the duty to disclose material urred between the filing date of the prior (patented/pending/abandoned)
		-		
		 		
As a named inventor, business in the Patent	. I hereby app	point the following attorne k Office connected therewit	ey(s) and/or agent(s) to proth:	osecute this application and transact all
_		000070	Place Customer	
Cust	tomer Numbe	er 022879	Number Bar Code Label here	
·			Direct Telepho	one Calls To:
Paul D. Greeley Ohlandt, Greele One Landmark	v. Ruggiero	& Perle, LLP	PAUL D. GREI	
Stamford, CT 0	6901-2682	1 1001	(203) 327-45	00
made on informat the knowledge th or both under Se	tion and be lat willful fa action 1001	lief are believed to be alse statements and th of Title 18 of the Ur	true; and further that he like so made are pu	e are true and that all statements these statements were made with unishable by fine or imprisonment, that such willful false statements n.
Full Name of Inventor: FRIEDEMA		EMANN ULMER Citizenship: DE		
Residence:		GEN, GERMANY		
Post Office Address:			31 JETTINGEN, GERM	ANY

Date





Full Name of # 2 joint inventor:	MANFRED LANGE	Citizenship: DE			
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Inventor's Signature		Date			
Full Name of # 3 joint inventor:	THOMAS TRENZ	Citizenship: DE			
	GULTLINGEN, GERMANY				
Residence:	ROMERSTRASSE 17, D-72218 GULTLINGEN, GERMANY				
Post Office Address:	TO METO TO TO TO				
Inventor's Signature		Date			
•					
- u.s. 5 # 4 !-int inventor		Citizenship:			
Full Name of # 4 joint inventor	:				
Residence:					
Post Office Address:					
Inventor's Signature		Date			
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- u.a. su Filation invento		Citizenship:			
Full Name of # 5 joint invento	r:				
Residence:					
Post Office Address:					
Inventor's Signature		Date			
·		Citizenship:			
Full Name of # 6 joint invento	or:	·			
Residence:					
Post Office Address:					
Inventor's Signature		Date			
		Citizenship:			
Full Name of # 7 joint invent	tor:				
Residence:					
Post Office Address:					
Inventor's Signature		Date			
	•	Citizenship:			
Full Name of # 8 joint inven	tor:				
Residence:					
Post Office Address:					
Inventor's Signature		Date			